



## Troubleshooting / FAQ.

Why does my MobilePAY Shuttle not turn on?

- Check PIN pad charger - red light should come on when charging.
- If not, try plugging PIN pad into a computer's USB port.

The Blue Bluetooth Icon is not showing on screen.

- Try resetting the Bluetooth connection.
- Delete PIN pad from smartphone / tablet and re-connect.

Unable to pair smartphone / tablet with Shuttle.

- Check battery levels on smartphone / tablet and Shuttle.
- Turn off Shuttle and restart.
- Delete PIN pad from smartphone / tablet and re-connect.

The screen on the Mobile Shuttle shows an open padlock.

- Tamper system in the PIN pad has been tripped. Contact Handepay MobilePAY 0871 871 3888 choosing Option 4.

Why do transactions always decline?

- This will happen if there is insufficient mobile coverage. Check network signal is present on your chosen smartphone / tablet.

Handepay MobilePAY app shows “Update Application”.

- This indicates a mandatory update is available. Select “Update”, then re-start MobilePAY Shuttle and chosen smartphone / tablet if necessary.

Why do I get the message “Configuration Update Failed”?

- This indicates an error in the Terminal ID or Transaction key. Check these and re-enter if necessary.

I get a referral message displayed.

- If a “Voice Referral” message is displayed the PIN pad has requested authorisation from the Customers Bank.

Can I swipe from right to left?

- Yes the card swipe can be read from both directions. Left to right and right to left. Ensure the mag-stripe on the card is facing up.

What happens if I lose my PIN pad device?

- Contact Handepay MobilePAY to purchase a new PIN pad.
- When your replacement arrives, pair it with your chosen smartphone / tablet.

What if I get a new SIM card or a new smartphone / tablet, what do I do?

- If you are sent a new SIM card by your network operator, this should not affect the Handepay Mobile App. Install the SIM card as instructed by the operator and wait for any SIM updates that may be sent. Ensure you have mobile internet services working before trying to use Handepay Mobile App.
- If you get a new phone, pair the PIN pad with it as described on Page 5, then load the app to the new phone and set it up as described.

What is the battery life of the PED device?

- It's a lithium battery, so life is determined by the number and depth of charge/discharge cycles. The normal life is 300-500 cycles which should equate to over 2 years typical use.

Can this device be used by multiple users / shared device possible?

- Yes, however we would not recommend that a PIN pad is paired with more than one smartphone / tablet.

How can I view transactions that I've taken?

- You can see all the transactions you have taken, including refunds, by using WebMIS - the Handepay MobilePAY Transaction Reporting System. You can access WebMIS from any internet-connected computer.

Should the above not resolve your problems or you have any other questions, please do not hesitate to contact ourselves, quoting your Merchant Number.

#### **Contact Details.**

**Handepay MobilePAY 0871 871 3888 choosing Option 4.**